



NEWS RELEASE

Tennessee Regulatory Authority

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Consumer Advisory

VoIP Users to be Advised of E911 Capabilities

Nashville, Tennessee – Users of voice over Internet Protocol (VoIP) technology are advised that Friday, July 29, 2005, is the deadline for VoIP service providers to inform their subscribers of their capabilities of providing enhanced 9-1-1 (E911) emergency services through their network. VoIP is technology that enables consumers to deliver telephone calls over the Internet.

In a move to ensure that users of VoIP technology have access to E911 services similar to what is offered by traditional telephone service providers, the Federal Communications Commission (FCC) recently set forth various E911 requirements that are applicable to certain VoIP service providers. By July 29, VoIP providers must take the following actions:

- Provide warning stickers or labels warning new and existing VoIP subscribers that E911 service may have certain limitations;
- Provide information specifically outlining the circumstances under which E911 services may not be available through the VoIP network; and
- Unless an extension is granted, obtain records of acknowledgements by new and existing VoIP subscribers that they have received and understood the information describing the E911 limitations. VoIP users should be aware that failure to respond to their provider's request for acknowledgement regarding any limitations in the use of E911 service might result in their service being disconnected.

“In view of the well documented and unfortunate cases where VoIP users were not able to reach emergency operators in their time of need, we anticipate that the FCC's efforts will greatly increase the understanding of VoIP's limitations and offer much needed protections to consumers and providers,” says Tennessee Regulatory Authority (TRA) Chairman Ron Jones. TRA Directors Deborah Taylor Tate, Pat Miller and Sara Kyle commend the FCC's requirement and implementation schedule.

Later this year, the FCC will require VoIP service providers to deliver E911 calls to a subscriber's local emergency operator and provide the emergency operator with a call-back telephone number and location information of the VoIP subscriber.

For more information on the requirements of VoIP service providers, visit www.fcc.gov/voip.

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